



Job Location: Nashville TN - Downtown

Director Customer Service- Department of Human Services

The Department of Human Services mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life. It is personally fulfilling to be part of a movement that supports our most vulnerable citizens!

The Public Information and Legislative Office (PILO) include the legislative, communications, and customer service divisions. PILO facilitates public, media, and legislative requests. The communications unit monitors communications and relevant subject matter, coordinates external and internal communications, responds to media inquiries, and serves as a support for other divisions by reviewing documents and creating communications materials. PILO is responsible for developing the department's legislative priorities, analyzing legislation, facilitating the passage of state legislative initiatives, representing the Department before the Tennessee General Assembly, and tracking legislation and policy changes at the local, state, and federal level. The customer service unit of PILO works closely with all divisions to help ensure customers receive services in a professional, respectful, and timely manner. It also assists in creating opportunities to receive feedback and drive connections with customers and community partners.

This position reports to the Assistant Commissioner for the Public Information and Legislative Office.

Position Responsibilities:

The Director of Customer Service will manage a team of 5 individuals supporting customer service case management for the Agency. The Director will have the task of identifying priorities and trends and supporting the Department of Human Services' mission and current needs. The overarching goal for the Director of Customer Service is to determine and execute an operational strategy and actions that will streamline operations and address service efficiency and effectiveness. An initial project will include the role of lead manager for a pilot for "Service Now" customer service systems implementation and training. Identifying success metrics and coaching the team to the metrics and great outcomes will also be a critical task.

Desired Competencies:

- Comfort Around Higher Management
- Decision Quality
- Problem Solving
- Priority Setting
- Directing Others
- Managerial Courage
- Customer Focus

Education and Experience Qualifications:

Education

- Bachelor's Degree from an accredited college or university in the area Business Administration, Management or other related field.

Experience

- Minimum of 3-5 years of management experience demonstrating knowledge in problem solving and customer service resolution
- Experience with customer service metrics and developing customer service processes
- Experience with customer service case management would be a plus
- Experience in the area of process management, project management and quality assurance

Information regarding State of Tennessee benefits:

<https://www.tn.gov/hr/topic/benefits>

How to Apply:

- Please submit resume and cover letter outlining your related experience to talent.management.dhs@tn.gov
- All email submissions must include in the subject line: Director Customer Service

Target Salary \$84,000. Salary will be commensurate with knowledge, skills and experience directly related to this job.

Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.